Fourteen Years and Counting: Quest's Service to Fremont Bank

"As a regulated industry, we have to be super careful about who we partner with, about who has access to our IT systems," notes Richard Wong, Director of IT Infrastructure at Fremont Bank. **"Quest is a close partner — and it's a decision we feel very confident about."**

What's more, it's a decision that Fremont, a leading California-based retail and commercial bank, has reaffirmed for the past 14 years.

Today, says Richard, Quest provides the bank with a range of Managed and Professional Services, including security monitoring, management of its Exchange environment, systems management and monitoring, expertise in negotiating technology purchases on the bank's behalf, and help acquiring expert staff for short- and long-term assignments. Notably, the bank also selected Quest as its disaster recovery and co-location partner.

Fremont's relationship with Quest has stood the test of time for many reasons, Richard says, and chief among them are flexibility, quality and trust.

Flexible Approach

Richard likes to describe Quest's willingness to shape its services to a customer's needs as an a-la-carte approach.

"With Quest, I don't need to buy the whole offering when all I really need is a small piece of it," he explains. "For example, I buy a backup service from them, but there are certain things they offer as part of that service that we don't need. Rather than force us to accept a one-size-fits-all package, Quest tailored a solution for Fremont to my exact needs." And, he adds, "they priced it accordingly."

That flexibility, extending across all of Quest's offerings, has been especially helpful, Richard says, in enabling Fremont to "design a Disaster Recovery and co-lo solution just right for us."

THE BOTTOM LINE
For 14 years, Quest has provided the flexible and reliable IT services that Fremont Bank needs to support its own long-term investment in client relationships and trust.

IN THIS ISSUE
Fremont Bank still relies on Quest IT services after 14 years

Are you buying a service — or an illusion?

Imagine discovering that for the last 12 months none of your company data had been backed up at your designated co-lo.

Worse, you only found this out because your corporate site has suffered a catastrophic failure. All your data has been lost — and you have no way to retrieve it.

You're outraged, of course, and you want answers. How could your co-lo provider fail to back up your data? What about your provider's vaunted disaster recovery service? Who is responsible for allowing this to happen?

Sadly, in this case, the blame rests with the company that lost its data, not with its co-lo provider. Why? Because of the mistaken assumption that disaster recovery services were automatically included in the co-lo agreement.

This type of disconnect between what a company thinks it's buying and what it actually purchases has never been more prevalent than it is now.

Over and over again, we hear stories from businesses that signed on to a managed or cloud service believing they'd automatically get the capability they were seeking. And believing their service provider would be there with whatever assistance is required to ensure everything goes smoothly.

But for many technology service providers, little or nothing is automatic and ongoing support is meager because they operate on a transactional sales model — i.e., sell you and sayonara.

To ensure your interests are actually being looked after, choose a technology partner with a business model based on building a genuinely long-term relationship with you.

Of course, a flexible approach does not wholly explain why, as Fremont grew in size to its now more than 18 branches, it continued to expand its partnership with Quest.

Consistent Quality

"Fourteen years ago, Fremont began its relationship with Quest. Eight years ago, we selected them as our DR partner, and their impressive Business Resumption Center became our secondary data center location," Richard notes. "I think that continued and expanded level of business speaks volumes about the quality we've received and have come to expect from Quest."

> " A lot of companies are in it for the here-and-now, but Quest is like a cousin — they're part of the Fremont family."

Often, quality of service depends on people. Richard observes that Fremont's own IT group prides itself on being able to react swiftly to industry dynamics and bring new customer products to market quickly. So when they need some extra people, they need folks who are prepared to jump right in.

"We regularly ask Quest for extra hands," he says, "and whether it's a generalist or an expert we need, we are never disappointed."

What's more, he adds, the service Fremont receives from Quest is "the same whether we're spending a lot or just idling. There's no degradation — time and time again, Quest is ready to help us."

Relationship Trust

In fact, Richard sees Quest as more than just a technology partner.

"A lot of companies are in it for the here-and-now, but Quest is like a cousin — they're part of the Fremont family. Our Quest Account Manager, Justin Trammell, is awesome. He's always responsive and ready to listen. If I call to chat about something we're planning, he'll point me to the right people and technologies. He goes out of his way to help us, even contacting me if he sees a new technology that might be of interest to us."

"Quest is with you for the long haul," says Richard. "Plenty of businesses talk about relationship, but Quest lives it every day."

Quest's Technology Management:
Yes, We Can Do That for You

Information technologies change so fast these days that keeping up gets ever more challenging — even if you know your business requirements very well.

Meanwhile, too many IT vendors will urge you to leap right into their latest and greatest, whether or not it's actually the best option for your business. After all, they're selling products and services, not building a relationship with you.

Quest is different.

We know information technology will forever remain critical to your success. So what matters to us is exactly that: Your success. And we'll do whatever it takes to deliver and support success-enabling technologies that are right for you.

Because if you don't succeed, neither do we.

Quest at a Glance

› **Founded 1982; privately owned; 200+ employees**

› **Leading Value-Added Reseller** (CRN 2014 Tech Elite 250, CRN 2014 Managed Service Provider [MSP] Elite 150)

› **Service Delivery Centers (SDCs)** operated worldwide; each of Quest's 23 secure, environmentally-controlled SSAE 16 Type II-certified sites houses…

› **Network Operations Centers** that deliver
  - *Cloud Services* (IaaS, DaaS, Data Protection/Security-as-a-Service, DR/BC-as-a-Service, Messaging and Collaboration-as-a-Service, AppDev/Test-as-a-Service)
  - *Remote Managed IT Services*
  - *IT Operations Services* (monitoring/management of networks, remote access, applications/servers, security; ensuring proper integration and seamless functioning of client IT assets and operations)

› **Business Resumption Center facilities** in data center safe areas that meet or exceed current disaster recovery and business continuity standards

› **Colocation facilities** designed to provide 100% network uptime for customer servers

› **Private/public/hybrid Cloud solutions** custom-built and supported at customer sites and/or via SDC

› **Managed Services provider since 1999** offering customer-site and/or SDC-based capabilities in Security, Wireless/mobile device management, Data vaulting/backup/storage, Disaster recovery/business continuity, Networking, Telecommunications & transport, Email/messaging, VoIP

› **QuestFlex®**: Customers can specify details of their IT services mix, leasing, and service-level agreements

› **Professional services** that span tech consulting, project management, and staff augmentation, and include systems engineering, applications, infrastructure services, and physical infrastructure/security services

› *Always* **vendor-neutral**; access to products/services from all the major IT vendors

DID-YOU-KNOW?

6 Answers You Need from Prospective Co-lo Providers

If you're looking to stretch your technology budget, co-location may be an option worth considering — if you haven't already. (One recent study finds the amount invested in data center outsourcing and colocation increased 13% in 2013 and will grow another 15% by the end of 2014).

Not surprising, given the need for reliable offsite data backup, the embrace of cloud and remote managed services, and today's budget challenges. But after you've figured out your business requirements, how do you go about choosing a co-lo partner?

Start by asking these questions of — and getting solid answers from — prospective co-lo providers:

1. Can you scale and grow with my company?

2. What provisions/guarantees are included in your service-level agreement?

3. What kinds of network provider/carrier connections do you offer?

4. Does your site meet or exceed industry security standards, both virtual and physical?

5. What sort of environmental controls does your site provide to protect hardware and software?

6. What sort of backup capability does your site have?

3

What's New...
Quest Awards — and a new Quest Service Delivery Center

Quest has been named by The Channel Company's leading channel media outlet CRN to two important annual lists of leading IT providers.

As one of CRN's Managed Service Provider (MSP) Elite 150, Quest has been recognized for a cutting-edge approach to managed services that puts end-user customers in the best position to improve efficiencies, cut costs, and speed time-to-market for their own products and services.

Quest has also been named by CRN to its 2014 list of the Tech Elite 250 — those solution providers who have invested in the training and education needed to earn the most advanced technical certifications from leading vendors. These vendors include Cisco, Citrix, Dell, EMC, HP, IBM, NetApp, Microsoft, VMware and Symantec. Technical certifications from them signify that Quest has the ability to deliver the industry's most premium products, service, and support to its North American customers.

This summer, Quest will open a new High Availability Business Center (HABC) in the Sacramento region at Roseville, CA.

The new, 122,000-square-foot facility is located in a data center safe zone — above the flood plain, clear of any mudslides or forest fires and far enough inland that extreme weather, such as hurricanes, is virtually impossible.

The Roseville HABC, like Quest's McClellan/Sacramento Service Delivery Center (SDC), will be Tier 3, SSAE 16 Type II compliant and incorporate a 24x7 Network Operations Center, co-location, Business Continuity/ Disaster Recovery, and Managed and Cloud Services, including Desktops as a Service (DaaS) and Infrastructure as a Service (IaaS), among others.

The decision to expand Quest's network of 22 global SDCs was driven, says Tim Burke, Quest President and CEO, "by our customers' increased demand to contract their IT infrastructures and lower their CapEx and OpEx costs with Managed and Cloud Services. The selection of Roseville represents our thirty-year commitment to continually improve the IT capabilities that our customers need and request."
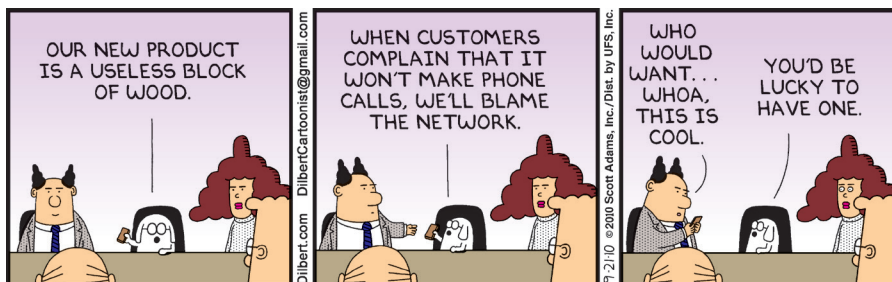
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IN THE MEDIA ROOM

VISIT QUEST CEO TIM BURKE'S BLOG
(www.questsys.com/CEOBlog/)

QUEST EXECUTIVE BRIEFS

Getting the Most from Cloud Computing (3-part series): Learn what it is and how it can help your business thrive (http://www.questsys.com/getMostCloud/).

10 Strategic Essentials for Boosting Business' IT Security: Key strategic security steps every organization should take (http://www.questsys.com/BoostITSecurity/).

Protecting Your Critical Business Data: The Data Loss Prevention Payoff: How data loss prevention (DLP) technology can protect corporate data from misuse, malicious or otherwise (http://www.questsys.com/PowerofDLP/).

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